



C o u n t y o f S a n L u i s O b i s p o

GENERAL SERVICES AGENCY

Janette D. Pell, Director

Helen McCann, Department Administrator

REQUEST FOR PROPOSAL PS-#1111 INMATE TELEPHONE SERVICE

QUESTIONS AND ANSWERS

Last Update February 3, 2011

January 27, 2011

January 21, 2011

January 20, 2011

January 11, 2011

1. *Is there any early release program that may affect the ADP?*

From time to time when we get over crowded, the courts will authorize us to give up to a 5 day kick to each inmate.

2. *What is the current ADP and capacity?*

Right now I only have the ADP for 2009 which was 563, ADP for 2010 was 532.

3. *Can you please provide number of calls, number of minutes, number of free calls and rates broken out in the following request for the last six months?*

The approximate revenue received for 2010 was \$185,000.

4. *Who is your current inmate platform provider?*

GTL.

5. *Do you currently have a Jail Management System? If yes, who is it?*

Abbey Group.

6. *You currently have 60 inmate phones and 24 visitation phones, 3 coin and 6 non coin phones in your probation facility, what needs to be recorded and monitored?*

All phones except for the 3 coined phones.

7. *Is the one mobile phone for your probation facility only to be used as an inmate phone and does NOT need to be a TDD?*

The mobile phone needs to be a TDD.

8. *How many current agencies will need to receive separate checks for commissions paid? Can you name them?*

Two: The SLO County Jail and Probation.

9. *Our system provides access to the inmate calling platform from any official San Luis Obispo workstation or laptop, is this sufficient or does a true stand alone workstation still needed? Same question for the printer?*

Both the workstation and printers need to be stand alone.

10. *We understand free local calls from the booking area, what is meant by intake area?*

The Intake area and the Booking area are one of the same.

11. *Will we be allowed to ask more questions during the walk through?*

Yes.

12. Does the County consider a vendor that is presently servicing their account either with phones or commissary a vendor with local preference?

No.

13. What is meant by Personal Identifiers? Can this be the use of PIN's (personal inmate number) or PAN (personal access number lists)?

Yes.

14. Please provide an average of monthly commissions received over the past year from the current vendor and copies of commission statements (if available.)

Approximately \$15,000/Will not provide

15. Please confirm that the County requires commission to be paid on Gross completed call revenue (i.e. every answered and accepted phone call including collect, prepaid collect and debit calls) with no deduction for unbillable or uncollectible calls or for any cost associated with providing the described service.

See RFP number 24, Commissions

16. In order to ensure a level playing field for all bidders please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.

See RFP number 14, Maintenance and Repairs

17. Will the County conduct a public bid opening?

No. We do open BIDS in public, but this is an RFP

18. Please provide the criteria and point schedule that will be used to evaluate and compare proposals. Will multiple people be involved in scoring the proposals? If so, which departments will be involved (e.g., finance, procurement, investigative personnel, etc.)?

A selection committee will be formed. Selection committee members and criteria are confidential.

19. Will the County allow each vendor to submit multiple rate and commission options for consideration?

See RFP Scope of Services, b.

20. All inmate telephone vendors offer some version of called party prepaid calling solution. With this type of account, there are fees associated with funding of accounts, account setup, refund processing, and dormant account fees, etc. Some fees are charged by the vendor and others are charged through a third party agent or subcontractor. Regardless, the amounts can be significant. Does the county require disclosure of all such fees in order to ensure that the County is able to evaluate the total cost to the consumer?

See RFP number 12, Prepaid Services, d, and number 13 Prepaid Calling Card Services, e.

21. ICSolutions highly recommends that the County allow each vendor to make a system presentation prior to reaching a decision. Will the County include presentations as part of the evaluation process?

No

22. Does the current vendor offer prepaid debit phone cards or commissary-based debit calling to inmates? If so, how does the County receive commissions on these revenues?

See RFP number 24, Commissions b. Part of the monthly check.

23. Would the County consider a cardless debit option in lieu of debit cards, which would make debit purchases and calling faster, more efficient, and easier to manage for the County?

See RFP Scope of Services, b

24. Are inmates currently using PINs for the inmate phone system – and, if so, how are PINs generated and assigned?

No

25. How old is the GTL equipment that is currently in place?

The equipment is replaced as it is broken. Contract with GTL is from 2006.

26. Does the County have any particular requirements for the Jail Management System option you are requesting?

No

27. What phones needed to be recorded and monitored?

All phones except for the three coined phones, and the phones at Probation.

28. Under additional services you state that you may wish to interface with current commissary Keefe, can you be a little more specific in your interface wants and needs for example.

It was more of a general question, but yes, we may in the future want to have the interface for inmate ordering and to transfer fund balances.

29. Calls and minutes by traffic type (i.e. Local, Interlata, Intralata, Interstate, International)

See the Call Counts and Minutes Table posted on the website.

30. Call rates by calling method and traffic type

The commissions for 2010 were approximately \$185,000.

31. Are free calls allowed?

Yes

a. Number of free calls per month

b. When are free calls allowed?

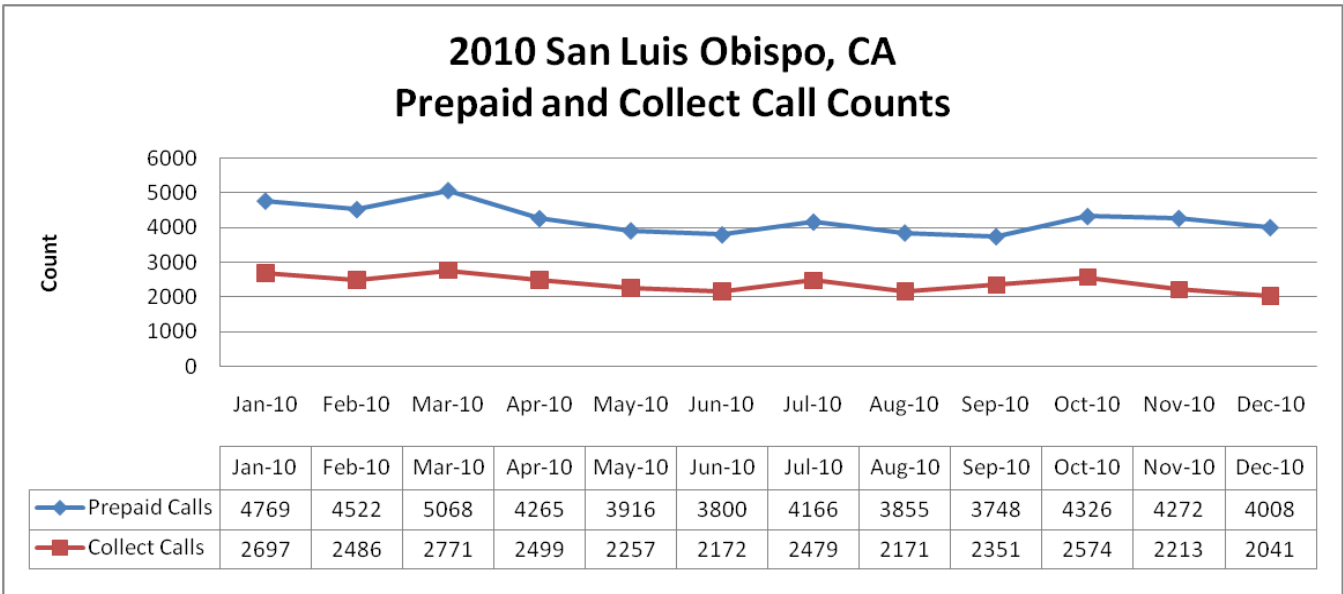
Booking

c. If booking calls are free, how many bookings do they have a month?

Total bookings for 09/10 were 13,025

32. Request the last 12 months of call data: Calls and minutes by calling method (i.e. Collect, Prepaid Collect, Calling Cards, Debit, other

2010 San Luis Obispo Call Types and Rate Types	Completed Calls Count	GTL Minutes of Calls
Free call	48013	582656.7667
local calls (primary)	34342	441054.2667
intrastate intralata	33486	428001.9833
intrastate interlata	9324	83493.5
interstate interlata (mainland, Hawaii, Alaska, Guam, CNMI)	2274	19966.46667



33. **General** -Please provide the amount that the current vendor charges for each call type. This information helps vendors who are interested in offering a reduced call price option, and should be readily available from your current vendor :

Total commissions paid in 2010 were approximately \$185,000

34. **Proposal & Submittal, Section 7** - RFP refers to the possibility of awarding the contract to more than one vendor. Most vendors prepare their proposals assuming that the contract for all inmate phones at both facilities will be awarded to a single vendor. Please confirm that this is the county's intention.

Yes, award to one vendor

35. **Proposal & Submittal, Section 10** - Refers to a professional services fee as one of the evaluation criteria. What is a professional services fee?

The fees your company will charge to complete this project

36. **Section B.7.q** – Please confirm that positive acceptance and active consent are one and the same. In other words, once the called party answers and hears the greeting announcement and recording warning, they are asked to press a key on their phone keypad to positively accept the call. Is this correct?

Yes or other means from a rotary dial phone

37. **Section B.7.t** – This section refers to international collect calling. International calls are typically limited to prepaid debit card or cardless commissary debit calling. Will the County accept these methods for international calling?

Yes

38. **Section B.1.0.n** This section refers to automated transcription service with calls being flagged using key word search. Does the County have this feature today with the current vendor? Is this a mandatory item? Will the County consider alternatives for analyzing call content for investigative purposes such as continuous voice biometric analysis?

1. No
2. Yes
3. Key word search and continuous voice biometric analysis are two different systems used for investigative purposes.

39. **Section B.1.0.n** Is this capability a mandatory item?

Yes if you are referring to key word search.